



# COMMUNICATION OPERATOR II LATERAL PUBLIC SAFETY DESPATCHER

ONE YEAR OF 911 EXPERIENCE REQUIRED

(CONTINUOUS RECRUITMENT)



## SALARY RANGE

**\$4,404—\$5,353 Monthly Salary**

**Excellent Benefits**

**Filing Deadline:**

**The City accepts applications for this  
position year round**

**ONE YEAR OF 911 EXPERIENCE REQUIRED**



## THE POSITION

The Carlsbad Police Department is located in Northern San Diego County and is a progressive, growing department. The Communication Center is a spacious, sound-proof facility which looks out on an open atrium and is equipped with state-of-the-art computerized radio dispatch equipment.

The Communication Operator II works under general supervision of the Communication Supervisor and performs a wide variety of complex clerical and emergency tasks in support of safety operations. The Communication Operator II receives routine and emergency calls and dispatches police units, monitors other radio frequencies and alarm systems, and dispatches appropriate emergency units; coordinates activities with City departments as well as with other emergency services and government jurisdictions; takes reports, handles complaints, and requests for service over the phone and in person; screens and refers selected problems to appropriate supervisor; accepts and routes subpoenas; may assist in the supervision and training of less experienced personnel; uses computer terminals to inquire, enter and check data; cleans and maintains radio and dispatch equipment; performs other responsibilities as assigned.



## THE IDEAL CANDIDATE

The ideal candidate will **have at least one year of experience performing 911 Public Safety dispatching;** will possess strong interpersonal skills in order to interact successfully in stressful and emergency situations and be able to balance and perform multiple tasks simultaneously; must be willing to work rotating 12 hour shifts from 4:00 a.m. to 4:00 p.m., on a 3/12 work schedule; will possess interest in public safety work, will be reliable and have good judgment. Spanish/English bilingual skills are highly desirable.

## THE COMMUNITY

### Location, Location, Location

Carlsbad is a 42-square mile, incorporated city located on seven miles of beachfront, surrounded by mountains, lagoons and the Pacific Ocean. We are a vibrant community about 30 miles north of San Diego. The City is expected to grow from its current population of 98,000 to 127,800 over the next 10-15 years.

## MINIMUM QUALIFICATIONS FOR CONSIDERATION

**Knowledge of:** Operational principles and practices of safety emergency communication systems; radio, telephone and dispatch equipment; agencies for handling of safety complaints, problems and emergencies.

**Skill in:** Operating telephone, radio, computer and related communications equipment; emergency telephone communication; maintaining safety of field personnel; analysis, reasoning and decision making.

**Ability to:** Communicate with the public and identify the emergency dispatch needs; handle multiple situations; reason clearly, analyze situations accurately and adopt effective course of action; remain calm and communicate precisely and clearly in emergency situations; exercise sound judgment in making decisions; read, interpret and communicate map and grid information; deploy emergency equipment within specific guidelines; follow rules and procedures regarding police records and files; document facts accurately, legibly and completely under pressure; assist less experienced personnel with safety rules and regulations; establish and maintain cooperative relationships at work; understand and carry out directions; perform duties with minimum of supervision.

**Experience and Education:** Any combination that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to acquire these would be one year of operational experience in public safety dispatch performing duties comparable to those of a Communication Operator I.

## PHYSICAL & SPECIAL REQUIREMENTS

**Special Requirements:** Possession of a P.O.S.T. Basic Complaint/Dispatcher Certificate. Computer Aided Dispatch (C.A.D.) experience is preferred. Subject to rotating shifts.

**Physical Requirements and Environmental Setting:** Must be able to sit for long periods of time, hear and transmit radio transmissions and instructions, use a keyboard, wear headsets, see and read an activity screen; office environment with little exposure to weather, subject to periods of stressful time-pressure situations and occasional boredom.



## SALARY & BENEFITS

### **\$4,404—\$5,353 Monthly Salary**

- 3% @ 60 PERS retirement plan
- Full health/dental/vision program
- Flexible spending accounts
- Paid holidays, vacation, sick leave
- Excellent tuition reimbursement program
- Bilingual pay
- Uniform Allowance

**EQUAL OPPORTUNITY EMPLOYER**  
*The provision of this bulletin do not constitute an express or implied contract. Any of the provisions in this bulletin may be modified or revoked without notice.*

## MISSION & VALUE STATEMENTS

### Statement of Values

With a commitment to professional excellence we, the members of the CARLSBAD POLICE DEPARTMENT, provide quality service to the community to ensure the preservation of life and property and the maintenance of law and order.

### Mission Statement

We protect the rights of all persons. We strive to treat every person with respect, dignity, and compassion. We are committed to personal integrity, common purpose and support of each other as essential to an effective and productive work environment. We provide leadership in our profession as an example for all law enforcement and to guarantee the best possible service to our citizens.

### APPLICATION PROCEDURE:

Applications may be obtained from and submitted to:

**City of Carlsbad**

**Human Resources Department**

**1635 Faraday Ave**

**Carlsbad, CA 92008**

**Phone (760) 602-2440 Fax (760) 602-8554**

**Job Line (760) 602-2480**

**[www.carlsbadca.gov/hr](http://www.carlsbadca.gov/hr)**

**City of Carlsbad**  
**A great place to make  
a living. And a life.**

